

**INTERAGENCY COORDINATING COUNCIL
COMMITTEE MEETING MINUTES**

COMMITTEE: Quality Assurance and Personnel and Program Standards

RECORDER: Peter J. Guerrero

DATE: January 24, 2002

COMMITTEE MEMBERS

PRESENT: Marie Poulsen, Co-Chair, Susan Farrell, James Cleveland, Linda Landry, Lois Pastore, Toni Doman, Kris Pilkington, Ruth Cook, and Diane Kellegrew

STAFF: Peter J. Guerrero and Virginia Reynolds, WestEd/CPEI

DDS LIAISONS: Cheri Schoenborn

ABSENT: Fran Chasen, Brigette Ammons, Julie Woods, Janet Eaton, Ken Freedlander, Sharon Tettajah

GUESTS: Susan Graham.

SUMMARY OF IMPORTANT POINTS AND ACTIONS CONSIDERED

I. Introduction and Opening Comments:

The committee joined the Public Awareness committee for a presentation on Foster Care Outreach provided by Maureen Wilson, Director of Training, at Lanterman Regional Center in Los Angeles.

The QAAPS committee then convened and was called to order at 2:30PM. Marie Poulsen, Co-Chair of the committee discussed the lack of participation of her co-chair and asked for an interim Co-Chair. Linda Landry was nominated by Marie Poulsen and approved by group consensus.

II. Agenda Review:

A revised agenda was presented to the members of the committee. The following additions were made: 1) The department's semi-annual update on Early Start due process and complaints will be presented by Cheri Schoenborn; 2) Cheri will also share information on Senate Bill 1096. 3) Ken Freedlander could not attend today's meeting. His updates on the Parent Satisfaction Survey and the ES Monitoring Process will be deferred to the March meeting in Sacramento. There are specific issues to be addressed:

- Clarification of qualifications of parent survey interviewers
- Turn-around time for final reports of monitoring visits
- Reimbursement of child-care expenses for participating parents.
- Monitoring team training
- Linda Landry brought forward from the Family Support Committee a query as to whether any the data collected over the past four or five years included items that could be tracked horizontally over that period of time

ACTION: Cheri Schoenborn will advise Rick Ingraham and Ken Freedlander of this request. She also encouraged Linda to submit requests for data presentations to Rick.

III. Review and Approval of Minutes:

Minutes were reviewed. Item E(2): Child-Care Panel Recommendations for COTW, did not occur as stated. It was suggested at the COTW last month that letters regarding equal access to Prop. 10 funding could be sent directly to Rob Reiner, Chair of CCFC, Jane Henderson, PH.D, Executive Director of CCFC and Commission members, Sandra Gutierrez and Lou Vismara, M.D., who are chairs of the CCFC Diversity Committee. Cheri also reminded the committee that letters from individuals who also serve on the ICC or are community representatives could be submitted at any time on their own letterhead. The Minutes were approved with the understanding that the update will be reflected in the minutes of today's meeting.

IV. Committee Tasks and Activities:

A. Due Process and Complaints - Cheri Schoenborn distributed update reports for the periods 01-01-01 to 06-30-01 and 07-01-01 to 12-31-01. The committee reviewed the information that demonstrated:

- The rate of complaints was low as compared to the number of families served across the State;
- Delay in the provision of services, and level of services provided, were the main areas of concern;
- A high number of mediations and due process requests are withdrawn or dismissed;
- The need for proactive resolution of issues so that due process is not necessary;
- This information illustrates implications for trends in services, quality of services and for training.

ACTION: The committee requested Cheri Schoenborn to investigate whether:

- The data could be presented by regional center catchment area, which would facilitate identifying potential problem areas; and
- A breakdown of the "other" category of services is available.

The committee emphasized the importance of receiving timely and relevant data and reports (ES monitoring and due process) in order to do it's job of advising and assisting the department on the issue of quality services and personnel.

Since other committees have expressed an interest, Cheri will present information on Mediation and Due Process and complaints at the COTW and request that update reports be attached to those minutes.

ACTION: Next update from the department will be in September 2002 and will cover January - June 2002.

B. Positive Outcomes - Cheri Schoenborn attended a recent meeting of the Prop. 10 Committee on Diversity's contract with Sonoma State University entitled "Positive Outcomes." The invited stakeholders identified five areas of particular emphasis:

- Public Awareness
- School Readiness including early screening and assessment
- Development of County level Birth to 5 Inclusion Resource Teams

- Family Resource and Empowerment Centers
- The need for State level leadership and oversight of training activities.

Cheri will also be discussing this at the ICC meeting as part of the Department's report.

C. Personnel and Program Standards - Updated information on the status of the personnel and program standards to ensure quality developed by this committee were provided to the committee members. A discussion ensued on the follow-up in this area. Main points were:

- Severe shortage of EI Specialists in different counties;
- ESPM and multiple pathways to recruitment;
- Forgivable loans to encourage individuals to enter the field;
- Investigate how Nurses obtained increased recruitment funds and incentives;
- The need for parallel programs for Rehabilitation and EI Personnel;
- The fact that OT's and PTs are trained as generalists in their field not as infant specialists;
- The need for pre-service curricula;
- The need for viable community-based internship programs, and
- The need for concrete data regarding actual shortages.

ACTION: The committee agreed that completion of the recommended personnel standards should be a priority so that a document can be available when there is an upturn in State's economic picture.

D. SB 1096 - Cheri discussed SB 1096 indicating the bill proposes funding a study to evaluate existing health and developmental service delivery for children from birth to age 5 and options for providing improved prevention and early intervention services. She will be discussing the bill at the ICC meeting. Linda Landry informed the group that she has support letter templates and that anyone who would like them should contact her by e-mail at the address included in the ICC contact information sheet.

E. Follow-Up Report on Incorporating the needs of families with children with special needs into the Desired Results process -
The QA committee requested a follow-up presentation with Ms. Barbara Metzlik, DCE/CDD, and Ann Kurschner of the Sonoma State University CIHS Project regarding alignment of children with special needs in the Desired Results Standards. Following this presentation the committee will discuss possible uses of the sections pertinent to infants and toddlers 0-3 from the CDE-CDD Desired Results document (distributed to the committee at the November meeting).

ACTION: Peter Guerrero will contact and arrange for the presentation at the March meeting in Sacramento.

V. Meeting adjourned at 5:00 PM

**QUALITY ASSURANCE, PERSONNEL AND PROGRAM STANDARDS
COMMITTEE**

COMMITTEE AGENDA FOR MARCH 21-22, 2002

- I. Introductions and Opening Remarks**
- II. Agenda Review**
- III. Review/Approval of Minutes**
- IV. Committee Tasks and Activities**
 - A. Parent Satisfaction Survey - Ken Freedlander**
 - B. Update on ES monitoring - Ken Freedlander**
- V. Other:**
- VI. Adjourn:**